



AIMEE C. MENDEZ

Bank Service Associate /
Customer Service Representative

Profile

Customer service representative with over 4 years of experience in account administration and telephone support. With banking experience for branch operations and support. Highly motivated employee aiming to provide good services to clients. Highly trainable and willing to explore different positions and functions.

Contact Details

Address

258 H Teresa St. Sta Mesa Manila, 1016

Phone

+639 161 346094 / +369 293 340506

Email

aimeemendez1819@gmail.com

Skills

- Bank Products Knowledge
- Customer Service Skills
- Negotiation and Comskills
- Critical Thinking
- Leadership and Team Management
- Computer Literacy

References

- Angela R. Eugenio
Tata Consultancy Services, Lead
09176182088
- Jhanine C. Angeles
Robinsons Bank Dasma, Officer
09272411992
- Alicia C. Mendez
Metrobank, Teller
09182610845

Career Objectives

An enthusiastic individual seeking a mid-level position in a firm where I can use my negotiation and communication skills to achieve customer service satisfaction and customer experience.

Education

2006 - 2010	Trece Martires City Elementary School
2006 - 2010	Trece Martires City National Highschool
2010 - 2014	Polytechnic University of the Philippines Bachelor of Science in Business Administration major in Marketing Management

Working Experiences

Robinsons Bank

Head Office, Ortigas
2014

Loans Processor

Responsible for providing customers updated and periodic information regarding their loan application and accounts. Makes sure that the transactions done by branches was correctly entered in the system together with the information and amounts.

Iqor PH/RMS Collect

Dasmariñas Cavite
2015 - February 2017

Customer Service Representative / SME for MetroPCS Telco

Answering phone calls and emails, responding to customer questions and complaints, and walking customers through basic troubleshooting or setup processes.

Alorica Ph

Quezon City
March 2017 - June 2017

Technical Support for Dental Software

Remote support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns.

PBCOM

Meralco Ave, Pasig City
June 2017 - November 2017

Branch Teller

Handles the day-to-day financial transactions for customers. They may include money transfers, money orders, deposits and withdrawals, and checking transactions.

Rizal Commercial Banking Corporation

Sta. Ana Manila
November 2018 - Aug 2023

Universal Associate

Can perform as branch teller and New Accounts Clerk functions. Also knowledgeable in Check Clearing and experienced being a Roving Associate.

IBEX PHILS

Shaw Mandaluyong
Aug 2023 - March 2024

Customer Service Representative

Answering phone calls and emails, responding to customer questions and complaints, creating tickets and contacting different departments to address customers concerns or complaints.

INTOUCH CX

Araneta Cubao, Quezon City
May 2024 - present

Support Ambassador

Answering phone calls and emails, responding to customer questions and complaints, creating tickets and contacting different departments to address customers concerns or complaints handling Home Listing Account. Getting in touch with home owners, property owners, tenants or customers.